

Service Guide



An easy-to-use guide to riding Metrobus, Metrorail, Metromover,



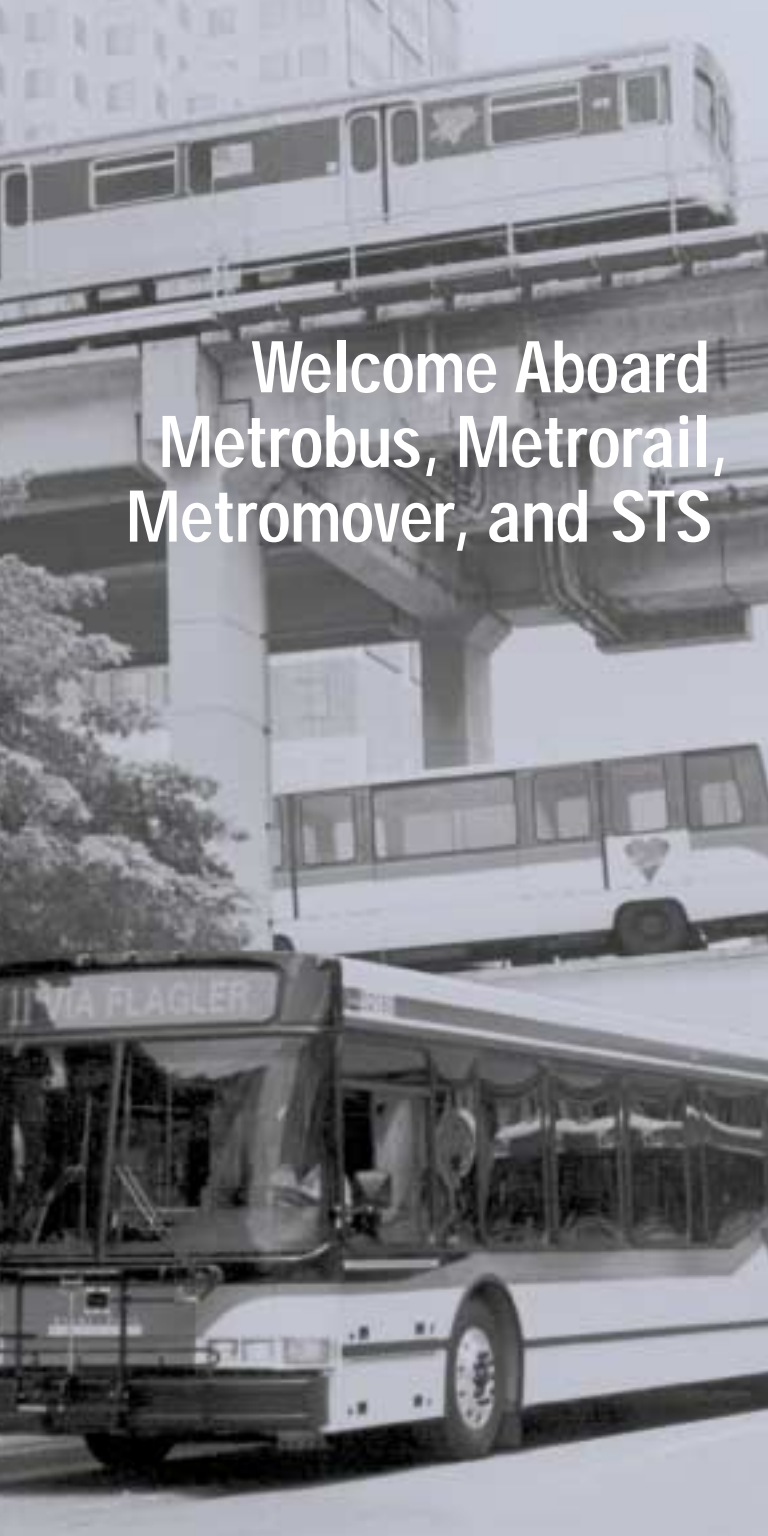
and Special Transportation Service in Miami-Dade County



www.miamidade.gov/transit

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Welcome Aboard Metrobus, Metrorail, Metromover, and STS



At Miami-Dade Transit, our number-one priority is to provide safe, reliable, efficient, and accessible public

transportation. With 90 bus routes and 22 miles of rapid transit, you can easily travel from as far south as Marathon Key, to just north of the Broward County line. Or transfer to Tri-Rail and extend your trip to Palm Beach County.

Thanks to the People's Transportation Plan, approved by voters in November 2002, our Special Transportation Service and an increasing number of Metrobus routes offer convenient 24-hour service, every day. In addition, everyone rides free on Metromover, which serves the Omni, downtown Miami, and Brickell areas.

This guide describes our services and gives step-by-step instructions on how to use them. You also can call Customer Services at 305-770-3131, or 305-891-3131 for residents living south of SW 216th Street to access transit information. Deaf and hard-of-hearing customers with TTY equipment can call 305-654-6530. Or visit www.miamidade.gov/transit/.

Welcome aboard, and thanks for using transit!



Roosevelt Bradley
Director

Transit Today

Public transit in Miami-Dade County is now more convenient than ever, easier to use, and accessible to everyone. Wheelchair-accessible buses and trains provide added mobility for people with disabilities. Travel 24 hours a day, seven days a week, on an increasing number of Metrobus routes. To move around downtown Miami, Omni, and Brickell, simply hop on the free Metromover. Riders unable to use Metrobus, Metrorail and Metromover can register for the door-to-door, shared-ride Special Transportation Service.

Planning Your Trip



To plan your trip, call Customer Services at 305-770-3131 or 305-891-3131 for residents living south of SW 216th Street. Customer service agents are available Monday through Friday, 6 a.m. - 10 p.m., and on weekends, 9 a.m. - 5 p.m. Agents will advise you on

which bus route(s) to take, give you complete schedule information, and tell you how to transfer between Metrobus, Metrorail, and Metromover. Agents also will give you fare information and tell you whether you qualify to travel at a reduced fare. Permanent Miami-Dade residents 65 years or older, or that receive Social Security benefits, should ask about the Golden Passport program.

If you are deaf or hard of hearing with access to TTY equipment, call Customer Services at 305-654-6530 to ask about trip planning. When requesting information by phone, tell the agent where your trip begins, your destination, and the time and day of your trip. Always have pencil and paper handy if making a request by telephone.

If you have access to the Internet, log on to www.miamidade.gov/transit anytime for transit information. Here you can view bus routes and schedules, transit maps and fares, and read about the latest transit improvements. You also can complete an online Trip Planner form, and a transit specialist will create a customized itinerary that will be e-mailed to you the next business day.

For visitors arriving at Miami International Airport, Miami-Dade Transit's electronic kiosk offers complete transit information. Look for the kiosk in the ground-level bus terminal. Individual bus route guides and the Transit Map also are available at the airport's information center, located in Concourse E, second level.



Welcome to Metrobus

Our fleet of more than 800 accessible buses travels along more than 90 routes, providing countywide service 365 days a year. As the People's Transportation Plan develops, an increasing number of bus routes will provide 24-hour service, and new neighborhood bus services will be added. By 2006, Metrobus will double its fleet to offer even more frequent service, thus reducing waiting time. New high-tech minibuses now connect Coconut Grove, Little Haiti, Hialeah Gardens, Little Havana, Westchester, Sweetwater, and the Flagami area to Metrorail and major bus transfer points.

Metrobus operates local, limited-stop, and express-bus services. Local bus routes serve every stop along the route alignment. Limited-stop routes pick up and drop off passengers only at major intersections on the route. An express-bus route makes fewer stops than a local route and travels for a portion of the route on an expressway.

Park and Ride Metrobus

Park free at any of the convenient Park & Ride lots listed below, and connect with major Metrobus routes for transfers to Metrorail. Transfer to northbound and southbound Tri-Rail trains at Golden Glades.

- **Busway/SW 152 Street** — Connections: routes 1, 52, 57, Busway Local, Busway MAX, Coral Reef MAX, Saga Bay MAX
- **Busway/SW 168 Street** — Connections: routes 1, 52, Busway Local, Busway MAX, Saga Bay MAX
- **Coral Reef Drive/Florida's Turnpike**
Connection: Coral Reef MAX
- **Southland Mall** — SW 211 Street at SW 110 Avenue. Connections: routes 1, 35, 52, 70, Busway Local, Busway MAX, West Dade Connection
- **Golden Glades** — Where 1-95, US 441, and the Palmetto Expressway (SR 826) meet. Connections: Tri-Rail, routes 22, 42, 77, 95X, E, V, Night Owl, North Dade Connection



- **Hammocks Town Center** — SW 104 Street and SW 152 Ave. Connections: routes 104, Killian KAT
- **Miami-Dade College Kendall Campus** — 11010 SW 104 St. Connections: routes 35, 56, 104, Killian KAT

Begin Your Trip

Before traveling by bus, read “Planning Your Trip” on page 6. For your safety, always wait for Metrobus at a designated bus stop. Bus routes and destinations are listed on the sign. Arrive at your stop several minutes early.

As the bus approaches, look for the route number and destination on the electronic sign above the windshield. A number, letter, or both identify bus routes. Some trips within the same route serve only a portion of the route. A number with a letter (Example: 22A) identifies these bus routes. Others may have names, such as Flagler MAX or Little Haiti Connection. It is important to check the display sign to be sure the bus is traveling to your destination.

Always stand near the curb at the bus stop and wave to stop the bus. Have your exact fare, token, transfer, Golden Passport, or Metropass ready.

For details on bus travel with your bicycle, see the Bike & Ride Program section on page 46.

PAYING YOUR FARE

Pay your fare in exact change. Enter the front door and deposit your fare in the fare box. If you plan to transfer to another bus or Metrorail, pay 25¢ extra (reduced-fare riders 10¢) and ask the operator for a transfer ticket. For easier riding, pay your fare with a transit token, your Metropass, Golden Passport, or Discount Metropass.

Those who qualify may ride Metrobus at a reduced fare (see page 37). When paying the reduced fare, first show the bus operator your Metrobus reduced-fare permit, Medicare card, or the Miami-Dade Transit student identification card issued to students in grades 7-12. Students in grades 1-6 do not need a permit to ride at the reduced fare. After showing your permit, deposit the reduced fare, or give your reduced-fare transfer ticket to the bus operator.

ON THE BUS

Find a seat and relax. If you must stand, please move as far to the back of the bus as you can. Seats in the front of the bus directly behind the operator and next to the door should be offered to senior citizens and people with disabilities. Be sure to remain behind the yellow or white safety line, and use the handrails for support. Do not stand or sit on the steps. When seated, keep your arms, legs, and personal items out of the aisles. For the safety and comfort of everyone, playing radios, cassette tapes, or CDs without earphones; smoking; eating; drinking; and animals (except guide dogs) are not allowed on buses or trains.

REACHING YOUR DESTINATION

While enjoying the ride, remember to watch and listen for your stop. Signal the driver at least one block before your stop. Just pull the cord along the window, or on some buses, press the stop button on any vertical pole. Stop buttons are also labeled in Braille. Before exiting, wait for the bus to come to a complete stop. Exit through the rear door whenever possible.

Caution: Allow the bus to pull away before crossing the street. Never cross in front of the bus. If any barriers prevent you from boarding or exiting the bus, call 305-770-3131, Option 4, weekdays, 8:30 a.m. to 4:30 p.m. Or log on to www.miamidade.gov/transit and complete a report using the **Complaints & Concerns** form.

Travel in a Wheelchair on Metrobus



The entire Metrobus fleet now accommodates customers in wheelchairs. Call Customer Services at 305-770-3131, or visit www.miamidade.gov/transit for complete information on wheelchair accessibility on Metrobus.

Any passenger with a physical disability and unable to climb steps can use the bus lift or ramp. This includes riders using wheelchairs, walkers, canes, crutches, or anyone with a disability who finds climbing stairs difficult. Riders with disabilities must be able to hold firmly to the wheelchair lift's support bars while the lift is in motion. When standing on the lift, lower your head slightly as the lift enters the bus.

BOARDING THE BUS IN A WHEELCHAIR

Wait at least four feet from the curb to allow the operator enough space to lower the lift or ramp. After the lift or ramp is fully lowered, you can board. Ask the operator for assistance, if needed.

If you board a bus with a lift, set the wheel locks once your chair is centered on the lift. Some motorized chairs have a control stick. Hold this stick to keep the chair from rolling on the lift. The operator will tell you when he or she is ready to raise the lift and when it's safe to roll off the lift to enter the bus.

When the lift reaches floor level, release your wheel locks and exit the lift on the operator's signal. Pay your fare, tell the operator your



street destination, and then enter one of the wheelchair spaces.

On buses with lifts or ramps at the front door, deposit your fare with exact change in the fare box, give the operator your transfer, or show the bus operator your pass and/or permit. On minibuses with lifts at the rear of the bus, the bus operator will walk to where you are to collect the fare.

TYING DOWN YOUR WHEELCHAIR

The bus operator will ask passengers sitting in a wheelchair space to move whenever necessary. The bus operator will fold the seats and assist you in securing your wheelchair. Remember to set your wheelchair locks and put on your seat belt.



APPROACHING YOUR DESTINATION

Signal the driver at least one block before your stop. If you are in a wheelchair space, press the big yellow button or the cord that runs along the window.

EXITING THE BUS IN A WHEELCHAIR

Once you reach your destination, if you need assistance, the bus operator will help you release your wheelchair. Roll your wheelchair to the ramp or board the lift. Follow the operator's instructions. If you are on a lift, make sure to secure your wheelchair by setting the wheel locks. After the operator lowers the lift or ramp, move quickly and safely away from the bus.

In a Metrobus Emergency

Each bus is radio-equipped for communications with the Metrobus Central Control. In an emergency, remain calm and notify the bus operator immediately. The operator will assist passengers and call for help if needed.



Welcome to Metrorail



This 22-station, rapid-transit system runs from the Dadeland South area to Medley, connecting South Miami, Coral Gables, downtown Miami, the Civic Center area, Allapattah, Brownsville, Liberty City, and Hialeah. On Metrorail, you can travel from Dadeland to downtown Miami in 18 minutes, and from the Palmetto Station in Medley to downtown Miami in 20 minutes. Transfer to Metromover at the Brickell and Government Center stations, or continue your trip on one of the many bus routes that serve Metrorail stations. Transit riders also can travel to Broward and Palm Beach counties by transferring to Tri-Rail at the Tri-Rail Station.

On April 25, 2004, the Midnight Owl bus route (route 500) replaced Metrorail overnight service. Metrorail now operates from 5 a.m. to 1 a.m., seven days a week. The Midnight Owl runs from about 12:30 a.m. to 5 a.m. and serves bus stops at or near the 22 Metrorail stations. The Midnight Owl also connects with all overnight Metrobus routes. To view the map and schedules, log on to www.miamidade.gov/transit/.

Parking at Metrorail Stations

Although Metrorail currently does not offer parking at the Government Center, Brickell, Culmer, Civic Center, and

Overtown/Arena stations, there are many municipal and privately-run parking lots that are within walking distance from these stations.

Parking receipt machines, found inside rail stations next to the fare gates, only accept exact fare in coins and issue a parking receipt. Use any combination of coins adding up to the \$3 daily parking fee. Your trip fare and parking fee are paid separately before you board Metrorail.

If you pay daily to park, you must pay your parking fee before boarding the train. Remember your parking space number painted on the pavement in each space. Before entering the station, be sure to have \$3 in exact change for parking. The parking receipt machines don't accept dollar bills. After paying your fare, look for the parking receipt machine. Enter your space number. Then deposit \$3. Take your receipt, and keep it until returning to your car. There's no need to place the receipt on your dashboard.

Metropass, Discount Metropass, and Golden Passport users can purchase a \$5 monthly Metrorail parking permit. With the permit, there is no daily charge to park. Display your parking permit at all times on the rearview mirror so that it is visible to the parking enforcement officer. Avoid being ticketed. Everyone, including Golden Passport users, must pay to park at Metrorail stations.

Metrorail stations with parking areas offer free parking for people with disabilities. However, the state-issued Americans with Disabilities Act (ADA) parking permit for people with disabilities must hang from the rearview mirror.

Paying Your Metrorail Fare

Deposit the regular fare of \$1.25 in the slot in the front panel of the fare gate. Change machines are located at the entrance of Metrorail stations near the fare gates.

Insert a \$1 bill and receive a dollar coin, or deposit a \$5 bill and receive four dollar coins and four quarters. Insert a dollar coin to receive four quarters.

Full-fare riders save 25¢ on every trip using transit tokens. Buy

tokens from the change machines outside the fare gates at all Metrorail stations. A roll of ten tokens costs \$10; twenty tokens \$20. They're good on Metrobus and Metrorail, and will save frequent riders at least \$10 a month. Metromover is always free for everyone.



RIDING AT THE REDUCED FARE

To ride Metrorail at the reduced fare, first insert your Metrorail reduced-fare permit, arrows forward, into the front slot of the fare gate. Then deposit the 60¢ reduced fare. Listen for the click, remove your permit from the top of the fare gate and push forward through the fare-gate arm. Enter immediately; the fare gate remains open for only 15 seconds after your fare is deposited.

To pay your fare with a pass or transfer, insert your Metropass, Discount Metropass, Golden Passport, or transfer, with arrows forward, in the slot on the front of the fare gate. The fare-gate arm will release with a 'click' and display the word 'Enter'. Retrieve your pass from the top of the fare gate, push the fare-gate arm and enter.

Senior citizens and people with disabilities, who have difficulty entering through turnstile fare gates, or who are in wheelchairs, pay using the turnstile fare gate closest to the emergency gate. Once your fare is paid, instead of entering through the turnstiles, enter through the emergency gate. Ask for assistance, if needed. If you also have difficulty at this entrance, the security officer will open it for you. If no one is available, pick up the blue



passenger assistance telephone at the Metrorail security officer booth and ask for help.

Getting to the Platform

All rail stations have elevators, escalators, and/or stairs. Use the elevator when traveling with a stroller, in a wheelchair, with a bicycle, or with other large objects. 'Up,' 'down,' and 'call button' indicators are in Braille, as well as in raised lettering and symbols. Use the call button to alert station security if you need assistance in using the elevator, or if there is an emergency on the platform level.

In most stations, you can go directly from ground level to the platform where you board the train. These stations have a center platform with tracks on both sides.

However, Metrorail's Civic Center, Santa Clara, Brownsville, Dr. Martin Luther King Jr., Northside, and Tri-Rail stations have side platforms with train tracks in the middle. To get to the platform in these six stations, take the elevator, escalator, or stairs to the second level. At this point, you must locate the elevator, escalator, or stairs leading up to the platform for your direction of travel. Look for the signs that indicate 'Southbound Dadeland' or 'Northbound Palmetto.'

Safety in Rail Stations

If you see something suspicious, tell a transit employee or a security officer. Or call 305-375-2700.

- Hold on to the handrails.

- Running inside the station is prohibited.
- Always hold your children's hands while in the station.
- Always stand away from the edge of the platform.
- Contact station personnel or use the passenger-assistance telephone at the guard booth if you drop an object on the track, or in case of an emergency.
- Do not enter the guideway.

TELEPHONES AT RAIL STATIONS

Passenger-assistance telephones are located at the security officer booth at the main entrance in most Metrorail stations and at the fare gate in Metromover stations. Metromover stations also have assistance telephones at both ends of the platform. Use these telephones for emergencies or to request information.

Boarding Metrorail



Wait for your train away from the edge of the platform. Watch for the approaching train and listen for the announcement of its arrival.

Passengers can

avoid the rush by allowing departing passengers to exit the train cars before trying to enter. A bell will sound just before the doors close. Train doors will automatically stop closing and will reopen if someone or something is in the doorway.

Passengers who are blind or have low vision should keep in mind that Metrorail vehicle doors are approximately 46 inches wide when open and much brighter than the space between the cars. The dimmer space between cars measures only 24 inches. Also, be aware of the tactile tile area at the edge of the platform. Train doors open near areas where the tiles are widest.

For direct access to the reserved wheelchair space, enter a train car through the first set of doors. Other passengers with disabilities and senior citizens will find seats reserved for them next to every door.

ON THE TRAIN

Once on the train, take an available seat or hold on to the handrails or poles if it's necessary to stand. Please make seats near the doors available to the elderly and people with disabilities. Enjoy the ride and listen for your destination station; stations and major nearby activity centers are announced. If you miss your stop, simply get off at the next station and take the train going back in the opposite direction. There's no additional fare as long as you stay inside the paid area of the station.

Cyclists and passengers in wheelchairs can use the wheelchair space in each car. However, cyclists must yield the space to a passenger in a wheelchair. Whether standing or sitting, always hold your bicycle firmly (see Bike & Ride, page 46). Leaning your bicycle against the door or other passengers, and blocking the aisle are prohibited. Passengers in wheelchairs should position their wheelchairs sideways, or at right angles to the direction of travel.

CALL BUTTONS

Every Metrorail car has three call buttons. One is located in the wheelchair space next to the first set of doors. The other two are on the clear plastic panels next to the second and third set of doors.

For your safety and security, the call buttons in rail cars may be used to alert the operator when you need additional time to leave the train. The operator will hold the train at the station longer than the automatic system allows. Call the operator several stations before you are ready to exit the train. You may also use the call buttons in case of an emergency. If the operator does not respond immediately, call again.

EXITING THE STATIONS

All rail and mover stations have stairs, escalators, and elevators for passenger convenience. Emergency exits are at both ends of the mezzanine and at ground level. Station signs will direct you to parking areas, bus bays, and major streets. At Government Center Station, the elevator to the ground level is located behind the Transit Service Center next to the pay telephones.

To Transfer from Metrorail to Metrobus or Metromover



To transfer to a bus, rail-to-bus transfers are available for 25¢ (10¢ for reduced-fare riders) at all Metrorail stations. Transfer ticket machines are located inside each station near the escalator or stairs. Remember to get your transfer before you board Metrorail. Rail-to-bus transfers must be purchased at the rail station where you begin your trip. Bus operators will not accept transfers bought at the destination station.

To transfer to Metromover at Government Center Station, get off Metrorail and ride the escalator down one level. Go through the glass doors and take the second escalator down to the Metromover fare gates. The elevator also takes you to that level. Press the elevator's



In a Metrorail Emergency

If an emergency occurs on Metrorail, please remain calm. Emergency-response personnel are thoroughly prepared to respond immediately to any emergency. Listen for instructions and remain in the vehicle until help arrives.

If it becomes necessary to evacuate the vehicle, carefully follow all instructions given by emergency-response personnel. To exit a train car, use only the emergency-exit doors at the front and rear of each car. Never exit train cars from the side doors, unless instructed to do so. Emergency-response personnel will guide you to the nearest safe area and assist riders in wheelchairs.

'Orange Line' button. Exit the elevator and look for the signs that indicate elevators to the Metromover platform. The Metromover inner-loop elevator is east of the fare gates; the outer-loop elevator is west. Press the 'DCM' elevator button to get to the Metromover level. Entry is free from Metrorail to Metromover.

Transfers to Metromover at Brickell Station are simple. From Metrorail, take the elevator at the south end of the platform. Press the 'G' button and exit the elevator to the right. Follow the signs that say 'Metromover and Exit for Disabled.' Push through the free fare gates or use the wheelchair gate. Then cross the patio and follow the signs to the Metromover elevator in the right-hand corner. Press 'P' for platform.

Welcome to Metromover



Everyone rides free on Metromover. This people mover, which has no operator on board, serves downtown Miami and the Omni and Brickell areas. There are 20 conveniently located Metromover stations, one about every two blocks. Metromover connects to Metrorail at Government Center and Brickell stations, and connects with Metrobus at the Omni and downtown bus terminals.

Metromover's Inner and Outer Loops

Metromover consists of an inner and outer loop. For easy travel around downtown, use the inner loop. Metromover cars serving Brickell and Omni areas alternate on the outer loop. The loops run from 5 a.m. to midnight, seven

days a week. The outer loop operates as one continuous loop from 7 p.m. to midnight, seven days a week. This schedule changes during special events.

Trains arrive every 90 seconds during rush hours and every three minutes during off-peak hours. As each train approaches a station, check its destination on the electronic display on the center of the platform. To travel from Omni to Brickell, transfer to a Brickell train at Third Street Station. To travel from Brickell to Omni, transfer to an Omni train at College/Bayside Station.



Miami Avenue Station is served only by the inner loop. Third Street Station is served only by the outer loop. For the fastest ride to Miami Avenue Station from Government Center Station, take any outer loop train to Knight Center and transfer to the inner loop on the opposite side of the platform. Ride back one station to Miami Avenue. Passengers in wheelchairs, or those who have difficulty using stairs, should exit Miami Avenue Station on the elevator to the right. The other exit has stairs only.

Note: Bicentennial Park Station on the outer loop is permanently closed.

Riding Metromover

Start from any Metromover station. Look for the map near the entrance and choose the station nearest your destination. Then select the best Metromover loop to get there.

ELEVATORS, ESCALATORS, AND STAIRS

Metromover stations have elevators, escalators, and stairs, with the exception of the Third Street and Miami Avenue Metromover stations. These two stations only have stairs and elevators. Stairs are slip-resistant and located at both ends of most stations. Government Center is the only station with separate elevators for the Metromover inner and outer loops.

ENTERING A METROMOVER STATION

Enter the Metromover station through the turnstile. Your ride is free. If disabled, use the wheelchair-accessible gate. To get to the Metromover platform, use the stairs, escalator, or elevator.

Metromover cars stop at the far ends of the platform. If the train enters the station from your right, it stops at the far left. If the train enters from your left, it stops at the far right end of the platform.

BOARDING METROMOVER

Once you're on the platform, wait for a Metromover car heading in your direction. A bell sounds as a car nears the station. When the car stops, wait for passengers to leave before you board. Metromover car doors will



automatically reopen if you have not completely entered. A recorded announcement will advise that the doors are being held. The doors will close once you have entered.

In the car, hold on to a pole or handrail. While Metromover is designed for standing, seats for elderly and disabled riders are located at both ends of the vehicle. Passengers entering the train in wheelchairs should pull up to the side window, set the wheel locks, and hold on to one of the vertical poles or the handrail beneath the window.

Watch and listen for your destination station. The station's name will be announced as the Metromover car approaches each station. Exit the car and use the stairs, escalators, or elevator to reach the street level. Always leave the station through the fare gates, not the wheelchair-accessible gate.

Emergency exits are at both ends of the platform and at ground level. Riders exiting Government Center Station can use the elevator located behind the Transit Service Center near the pay telephones to get to the street level.

In a Metromover Emergency

All Metromover cars have emergency telephones at both ends of the car that are identified by a red telephone symbol. Use these telephones to contact Central Control only in an emergency.

If an emergency occurs on Metromover, please remain calm. Emergency-response personnel are thoroughly prepared to respond immediately to any emergency. Listen for instructions and remain in the vehicle until help arrives.

If it becomes necessary to evacuate the vehicle, carefully follow all instructions given by emergency-response personnel. They will direct you to the nearest safe area, and assist riders in wheelchairs.

To Transfer from Metromover to Metrorail

You can transfer from Metromover to Metrorail only at the Government Center and Brickell stations. Follow the signs to the special Metromover/Metrorail fare gates. Deposit \$1.25 (reduced-fare riders pay 60¢), or use a Metropass, Discount Metropass, token, or Golden Passport to enter the Metrorail station.





Special Transportation Service (STS)

For people who cannot ride Metrobus, Metrorail, or Metromover because of a permanent physical disability, STS offers shared-ride, door-to-door transportation in accessible, air-conditioned vehicles throughout most of Miami-Dade County and some parts of Broward and Monroe counties.

This service operates 24 hours a day, seven days a week, including holidays. Registered riders pay \$2.50 per one-way trip and can use STS for trips to medical appointments, school, work, shopping, or simply for recreation. Call 305-263-5406 (TTY Users, 305-263-5459) for details, or visit www.miamidade.gov/transit/.

Transit Fares, Passes, and Tokens

Fares	Full Fare	Reduced Fare*
Bus/Rail	\$1.25**	60¢
Express Bus	\$1.50***	75¢
Shuttle Bus	25¢	10¢
Mover	Free	Free
Transfers	Full Fare	Reduced Fare*
Bus/Rail	25¢	10¢
Mover-to-Rail	\$1.25**	60¢
Rail-to-Mover	Free	Free
Bus-to-Mover	Free	Free

** or one token

*** or one token plus 25¢

Monthly Metropasses

Metropass	\$60
Discount Metropass*	\$30
Group Metropass (5-99).....	\$54
Group Metropass (100 or more).....	\$52
College Metropass.....	\$45
Monthly Metrorail Parking Permit (for Metropass and Golden Passport users).....	\$5

*Reduced fare for Medicare recipients, most people with disabilities, and local students (grades 1-12) anytime with valid permit/I.D. (grades 1-6 no I.D. required); Golden Passport users ride free.

Always pay your fare in exact change. The Metrobus fare box accepts tokens, dollar bills, quarters, dimes, and nickels. You may also ride with a Metropass, Discount Metropass, or a Golden Passport, but you must show the pass to the bus operator.

Metrorail fare gates accept tokens, dollar coins, quarters, dimes, nickels, bus-to-rail transfers, all Metropasses and the Golden Passport. Transit fare equipment does not provide change, but you'll find change/token machines in all Metrorail stations.

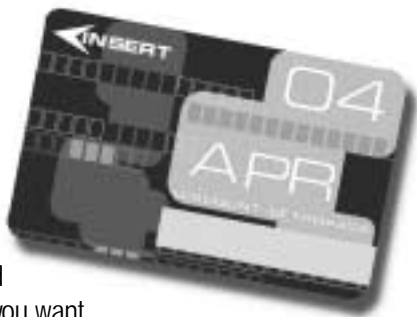
Money Savers

Miami-Dade Transit offers a variety of fare-paying options that help you save time and money on your daily commute.



METROPASS

With a Metropass, there's no need for change or transfers. Purchase a \$60 monthly Metropass, and ride Metrobus and Metrorail as much as you want, whenever you want, even on weekends and holidays. The more you ride, the more you save.



DISCOUNT METROPASS

This \$30 pass allows Medicare recipients, most people with disabilities, and youth in grades 1-12 unlimited rides on Metrorail and Metrobus for a month.

METROPASS FOR GROUPS

Get together with your family, friends, or coworkers and use your group's buying power to get the most from your Metropass purchase. The bigger your group, the more you save. Groups between five and 99 people can purchase the monthly Metropass and save \$6 every month.

Groups of 100 or more save up to \$8 on each monthly Metropass purchase. For more information on Metropass for groups, call 305-884-7567, or log on to

www.miamidade.gov/transit/.

CORPORATE INCENTIVE PROGRAM

Employers now are allowed to offer a tax-free, monthly transit subsidy of up to \$100 as another employee benefit. This benefit can be offered in addition to regular salary, as an employee-shared cost, or as a pre-tax, set-aside amount. A Miami-Dade Transit representative is available to meet with your organization and explain how this program works. To learn more about this tax-free transit benefit, contact MDT's Corporate Outreach Coordinator at (305) 375-1639.

COLLEGE METROPASS

College students can buy a Metropass at a reduced price at participating colleges and universities. Students must

be enrolled full-time at the institution where the pass is sold. The cost of the College Metropass is \$45. Buy this pass at participating college bookstores or in the bursar's office.

Note: If the magnetic strip on the back of a Metropass is damaged or has come in close contact with a magnet (e.g., magnetically-closed handbags), the fare gate may not accept the pass. If this happens, a security officer at Okeechobee, Civic Center, Government Center, Dadeland North, or Dadeland South station will exchange the pass. Damaged passes also can be exchanged at the Transit Service Center at Government Center Station.

TRANSIT TOKENS

Tokens are available in rolls of ten for \$10, or 20 for \$20. Save 25¢ every time you pay with a token.



WHERE TO BUY PASSES AND TOKENS

Buy passes and tokens at the Transit Service Center on the second level of the Government Center Metrorail station, Monday through Friday, 7 a.m. to 6 p.m., and at the Little Haiti Transit Service Center, 150 NW 79th Street, Suite 300, Monday through Friday, 8 a.m. to 4:30 p.m. Passes and tokens also are sold at the Civic Center Metrorail station the last five weekdays of each month and the first weekday of the following month, from 7:30 a.m. to 4:30 p.m. (closed noon to 1 p.m.). You also can buy tokens from the change machines in all Metrorail stations. Tokens and passes are sold at more than 75 other locations throughout Miami-Dade County. For the one nearest you, call Customer Services, 305-770-3131, Option 1. Residents living south of SW 216th Street call 305-891-3131.

There's never a service charge when you buy transit tokens and passes. Report all violations to Customer Services, Suggestions/Complaints, Option 4. Or log on to

www.miamidade.gov/transit and use the convenient **Complaints & Concerns** form.

The Golden Passport

The Golden Passport allows Miami-Dade residents who are 65 years and older, or that receive Social Security benefits, to ride free on Metrobus and Metrorail. Everyone rides free on Metromover.



Golden Passport users may purchase a \$5 monthly parking permit to park at Metrorail stations. Otherwise, station parking is \$3 per day.

Golden Passport applicants must present proof of residency and age or of Social Security benefits. A valid photo ID card also is required. To register, visit the Transit Service Center in the Government Center Metrorail station, second level, Monday through Friday, 8 a.m. to 4 p.m.; any Team Metro office; or call one of the following locations:

Bethune/Brownsville 305-638-5610
2900 NW 43rd Terrace
Monday - Friday, 8 a.m. - 4 p.m.

Community Action Agency 305-672-1705
600 Alton Road, Room 5011
Tuesday and Thursday, 9 a.m. - noon

Harry Zubkoff Center 305-770-3132
55 NW 199th Street
Call the center for days and hours of registration.

Little Haiti Transit Service Center 305-795-1536
Edison West Little River Neighborhood Center
150 NW 79th Street, Suite 300
Monday - Friday, 8 a.m. - 4:30 p.m.

Little Havana/Acción 305-547-4892
858 Flagler Street
Monday - Thursday, 9 a.m. - 12 noon

Team Metro Cutler Ridge 305-234-1510
Southland Mall (near JC Penney)
20505 South Dixie Highway
Monday - Friday, 8 a.m. - 5 p.m.
Saturday, 10 a.m. - 2 p.m.

Replacing a lost or stolen Golden Passport costs \$5 for the first replacement, \$20 for the second, and \$50 for the third. Transit will set aside the fee when you submit a police report listing the Golden Passport as stolen.

For complete information on Golden Passport requirements, additional registration locations, and replacing a lost or stolen Golden Passport, please call 305-654-6545, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Note: If the strip on the back of your Golden Passport is damaged, there is no need to get a replacement. To ride Metrorail, simply show your Golden Passport to a Metrorail security officer.

Reduced-Fare Permits

Medicare recipients, most people with disabilities, and local youth in grades 1-12 can ride Metrobus and Metrorail anytime at a reduced fare.

Metromover is free for everyone. Proper permits and IDs must be used at all times.



METROBUS REDUCED-FARE PERMIT

To ride at the reduced fare on Metrobus, you'll need your Medicare card or have a Metrobus reduced-fare permit that must be shown to the bus operator before



depositing the 60¢ reduced fare. If you don't have a Medicare card, the free Metrobus reduced-fare permit must be used at all times to ride at the reduced fare.

To apply for the Metrobus reduced-fare permit, people with disabilities must provide a doctor's letter indicating the type of disability and whether that disability is permanent. Apply for the Metrobus reduced-fare permit at the Transit Service Center, second level, Government Center Metrorail station, weekdays, 8 a.m. to 4 p.m., and at the Little Haiti Transit Service Center, 150 NW 79th Street, Suite 300, Monday through Friday, 8 a.m. to 4:30 p.m.

METRO RAIL REDUCED-FARE PERMITS

Buy up to six monthly Metrorail reduced-fare permits for 50¢ each (good for six consecutive months) at the Transit Service Center, second level of the Government Center Metrorail station, Monday through Friday, 8 a.m. to 4 p.m., and at the Little Haiti Transit Service Center, 150 NW 79th Street, Suite 300, Monday through Friday, 8 a.m. to 4:30 p.m. Proof of age and/or disability must be presented. Show your Metrobus reduced-fare permit to purchase the Metrorail reduced-fare permits. To ride Metrorail, simply insert your rail reduced-fare permit, arrows forward, into the front slot of the fare turnstile, and then deposit the 60¢ reduced fare.

GRADE-SCHOOL STUDENTS

To ride Metrobus at the reduced fare, local students in grades 7-12 must use a Miami-Dade Transit student ID card issued by Miami-Dade County school officials.



Students in grades 1-6 do not need a permit to ride Metrobus at the reduced fare.

To ride Metrorail at the reduced fare, students must use the Metrorail reduced-fare permit (see page 38). Students need to purchase the Metrorail reduced-fare permit in person with a school ID.



PRESCHOOLERS

Preschoolers less than 42 inches tall can ride free on transit at all times with an accompanying adult. Preschoolers taller than 42 inches ride free on transit with an adult and a preschooler permit, issued Monday through Friday, 8 a.m. to 4 p.m., at the Transit Service Center in Government Center Station, second level. Bring your child with his or her birth certificate to apply for the picture identification.



STS REGISTERED RIDERS

People with disabilities registered with Special Transportation Service (STS) may ride Metrobus and Metrorail free. Just show your ADA/STS permit to the Metrobus operator or Metrorail security officer when boarding. Call 305-263-5406 (TTY Users 305-263-5459) for details.

Transfers

To ride bus and rail (or more than one bus) to reach your destination, you must buy a transfer ticket. Metropass and Golden Passport users do not need a transfer ticket. When riding on transit, give the transfer to the bus operator, or insert the bus-to-rail transfer in the Metrorail fare gate to continue your trip. A bus-to-bus transfer is valid for two hours on a one-way trip only. Use of the transfer is limited to locations where bus routes meet or cross each other, or where bus routes link with the Metrorail system. No transfers are needed to ride the free Metromover system.

BUS-TO-BUS

When boarding, deposit your fare and the 25¢ transfer fee. Ask the bus operator for a transfer at that time. Don't wait until later. Give this transfer to the operator of your second bus. Reduced-fare riders pay the 60¢ fare plus the 10¢ transfer fee.

BUS-TO-EXPRESS BUS

When boarding the bus, deposit your \$1.25 bus fare and buy a 25¢ transfer. When boarding the express bus, give your transfer to the bus operator and pay a 25¢ fare upgrade. Reduced-fare riders pay the 60¢ fare, 10¢ transfer fee, and 15¢ upgrade.

BUS-TO-RAIL

To transfer from a local or express bus to rail, pay your bus fare and buy a 25¢ bus-to-rail transfer from the operator as soon as you board the bus. Insert the transfer, with the arrow pointing forward, into the slot at the front of the rail fare gate. Reduced-fare riders pay a 10¢ transfer fee.

BUS-TO-MOVER

Pay the \$1.25 local fare (or \$1.50 express-bus fare) on Metrobus and transfer free to Metromover. Reduced-fare riders pay a 60¢ local fare or 75¢ express-bus fare and transfer free to Metromover.

BUS-TO-MOVER-TO-RAIL

Deposit your \$1.25 bus fare and 25¢ for a bus-to-rail transfer. Ride Metromover free. Use your transfer on Metrorail. Reduced-fare riders pay the 60¢ local-bus fare, plus the 10¢ transfer fee.

RAIL-TO-BUS

Rail-to-bus transfers are available for 25¢ from transfer machines at rail stations. Reduced-fare riders pay a 10¢ transfer fee. When you board the bus, give the transfer to the bus operator. Important: The station where you board Metrorail is stamped on the face of the transfer. Bus operators will not accept transfers from stations where you exit the Metrorail system.

RAIL-TO-MOVER

Get off at the Government Center station or Brickell station and follow the signs to the Metromover gates. Just push through the gate. Riding Metromover is free.

RAIL-TO-MOVER-TO-BUS

Deposit the \$1.25 fare in the Metrorail fare gate. Get a 25¢ rail-to-bus transfer at the station where you board the train. Hold on to the transfer until boarding the bus. Metromover is free. Reduced-fare riders pay the 60¢ local fare, plus a 10¢ transfer fee. Remember to get your transfer at the station where you board.

MOVER-TO-RAIL

Ride Metromover for free and exit at Government Center Station or Brickell Station. Follow the signs to the Metrorail fare gates. Deposit \$1.25, a token, or use your Metropass to enter the Metrorail station and board the train. Reduced-fare riders ride for free on Metromover and pay 60¢ on Metrorail.

MOVER-TO-BUS

Ride Metromover for free. To transfer to a bus, deposit the \$1.25 local-bus fare, or \$1.50 on an express bus. Reduced-fare riders pay 60¢ on a local bus or 75¢ on an express bus.



Other Transit Services

Publications

Besides individual guides for each bus route, the following publications also are available: Metrorail, STS, and Metromover individual guides; the Pass & Tokens Sales Outlet listing; Bike & Ride brochure; the Emergency Ride Home pamphlet and registration form; and our comprehensive Transit Map, which showcases the rail and mover systems and every bus route serving Miami-Dade and portions of Broward and Monroe counties. Other specialty publications include the Black History and Hispanic Heritage tours brochures.



To request any of these publications, call Customer Services at 305-770-3131 or 305-891-3131 for residents living south of SW 216 Street (TTY, 305-654-6530, for deaf and hard-of-hearing). You also may order these publications online at www.miamidade.gov/transit/, or get them at any transit service center.



Transit Service Centers

- **Government Center Metrorail Station** — The downtown Transit Service Center in the Government Center Metrorail station, second level, displays all available transit brochures and bus route guides. This center is open Monday - Friday, 7 a.m. to 6 p.m., except on major holidays. Buy passes, transit tokens, and a Metrorail parking permit at this center.



At the Transit Service Center, apply for the Bike & Ride permit; the Golden Passport; and reduced-fare permits for Medicare recipients, most people with disabilities, and students in grades 1-12. Applications for these services are accepted weekdays, from 8 a.m. to 4 p.m., except on major holidays.

- **Civic Center Metrorail Station** — Passes and tokens are also sold at the Civic Center Metrorail station the last five weekdays and the first weekday of each month. This service center is open Monday - Friday, 7:30 a.m. to 4:30 p.m., and closes from noon to 1 p.m.
- **Little Haiti** — At this service center you can apply for a Golden Passport, obtain transit information, pick up Bike & Ride permits, and obtain applications for Special Transportation Service. The Little Haiti Transit Service Center, located at 150 NW 79th St., Suite 300, in the Edison West Little River Neighborhood Center, is open Monday - Friday, 8 a.m. to 4:30 p.m. The center is closed on major holidays.

In addition, more than 100 sites around the county, including Team Metro county service centers, regional libraries, the Miami International Airport information center, and regional neighborhood service centers, stock selected transit publications. Call Customer Services, 305-770-3131 (305-891-3131 for residents living south of SW 216 Street), for the nearest location. If you are a TTY user (deaf or hard-of-hearing only), call 305-654-6530.

Emergency Ride Home Program

If you work in Miami-Dade, Broward, or Palm Beach county and use transit three or more days a week, the Emergency Ride Home program covers the cost of a taxi trip home or to the site of your emergency. As a transit commuter, you can breathe easier knowing that in case of an emergency, a taxi will be available to take you wherever you need to go. Pick up your sick child from day care - a taxi will be there at no cost to you.

Call 1-800-234-RIDE to register. Eligible applicants will be mailed a user's guide and two trip vouchers. Use of ERH is limited to six times per year per individual.

Pre-Tax Employee Benefit

Now, employers can pay in full (up to \$100 a month) or in part for their employees' transit expenses. Employers receive an equivalent income-tax deduction while employees save on commuting expenses and income taxes.

THREE WAYS IN WHICH EVERYONE WINS WITH THIS EMPLOYEE BENEFIT

- **As an employee benefit in addition to salary** - Employers pay for the commuting costs while receiving an equivalent income-tax deduction. Employees don't need to report this benefit as taxable income.



- **Employers share cost with employees** - Employers contribute part of the commuting cost tax-free in addition to salaries. Employees set aside pre-tax dollars in lieu of salary to complete payment.

Employers save on payroll taxes and parking fees, and employees don't pay income tax on the set-aside dollar amount.

- **Employees pay commuting costs with pre-tax dollars (similar to 401K plans)** – Employees set aside pre-tax dollars to pay for commuting costs. Employees don't pay income tax on the set-aside dollar amount.

A Miami-Dade Transit representative is available to meet with your organization and explain how this program works. To learn more about this tax-free transit benefit, contact MDT's Corporate Outreach Coordinator at (305) 375-1639.

Special Events Park & Ride Service

Take Transit to special and sports events, such as Miami Dolphins and University of Miami football games, Miami Heat basketball games, and Florida Marlins baseball games. The round-trip fare for Pro Player Stadium is \$7, except from Golden Glades where it's only \$4. Call Customer Services for a list of events served by Transit's Park & Ride service or visit www.miamidade.gov/transit/.

SPECIAL EVENT PARK & RIDE LOCATIONS

- **Golden Glades** - Where I-95, US 441 and the Palmetto Expressway meet. Free parking.
- **Dadeland North Metrorail station** - SW 83rd Street and US 1. Free parking.
- **FIU South** - SW 107th Avenue, between SW 8th Street and Coral Way. Free parking.
- **Miami Beach** - Municipal parking lot at 41st Street and Alton Road. Metered parking.

Bike & Ride Program

Cyclists now can ride anytime with their bikes on Metrobus, Metrorail, and Metromover. Cyclists who ride Metrobus and Metromover do not need a bicycle permit.

However, cyclists who use Metrorail must apply for a permit and must be at least 12 years of age and older. Permits should be readily available when requested by a transit official.

Security officers at all Metrorail stations now issue bike permits. Cyclists also can apply for a bike permit at the Transit Service Center at Government Center Metrorail station, second level, weekdays, 8 a.m. to 4 p.m., or at any Team Metro office. Before 8 a.m. or after 4 p.m., see the security guard at any Metrorail station to apply for the permit. You receive a permit immediately after completing and signing the application. A quiz is no longer required. Cyclist must still be familiar with bicycle safety rules. Parents or guardians of cyclists under 18 years of age must sign the permit application.

Permits are also available by mail. Just call 305-884-7567 for an application. Your application and a Bike & Ride brochure will be mailed to you. Sign the application and return it to the address indicated on the form.

Selected Metrobus routes are served by buses equipped with bicycle racks. These racks are clearly visible at the front of the bus. For a list of bicycle-accessible routes, log on to www.miamidade.gov/transit or call Customer Services at 305-770-3131 or 305-891-3131 for residents living south of SW 216th Street. Deaf or hard-of-hearing customers call (TTY) 305-654-6530.



Before boarding a Metrobus, mount your bicycle on the rack attached to the front of the bus. Once you have secured your bike, enter the bus and pay your fare. When you arrive at your destination, exit the bus through the front door and tell the bus operator you want to remove your bike from the rack.

On Metrorail, after paying your fare, roll your bike through the emergency gate and take the elevator to the platform. Up to four cyclists may ride with their bike in any train car, entering any door after all other passengers have entered or exited. Use the wheelchair spaces in each car, but yield the space to a passenger in a wheelchair. If the wheelchair space is occupied, stand in one of the door spaces. Always hold your bicycle firmly. Leaning your bicycle against the door, on other passengers, or blocking the aisle are prohibited.

Note: Most motorized scooters are allowed on transit vehicles, but must be folded and held or placed under the seat out of the way of other passengers. For your safety, bikes are not allowed on station escalators.

Complete details on the Bike & Ride program, including the Bike & Ride permit application, are on our website, www.miamidade.gov/transit/. To print a copy, click the



Publications link on our home page and scroll down to the **Bike & Ride** link. You also can get a copy of the permit application from your local Team Metro office (305-468-5900 for the nearest location). These offices are open Monday through Friday, 8 a.m. to 5 p.m.

If you'd rather leave your bike at the rail station, bicycle lockers are available at Okeechobee, Hialeah, Northside, Brownsville, Earlington Heights, Allapattah, Vizcaya, Coconut Grove, Douglas Road, University, South Miami, Dadeland North, and Dadeland South Metrorail stations. Locker rentals: 3 months, \$25; 6 months, \$45; 12 months, \$70. A \$10 key deposit is refunded when the key is returned. Contact the bicycle/pedestrian coordinator, 305-375-1647, for more information.

Lost & Found

Before leaving the bus or train, always check your packages. If you lose something, call Lost & Found, 305-375-3366, Monday through Friday, 8 a.m. to 4 p.m. Or file a report anytime on a lost or found item through our website, www.miamidade.gov/transit/.

Comments and Suggestions

Submit a suggestion, complaint, or comment online at www.miamidade.gov/transit/. Click the **Comments & Suggestions** or **Complaints & Concerns** link. A customer service agent will contact you. You also can call Customer Services, 305-770-3131, Option 4, weekdays, 8:30 a.m. to 4:30 p.m.

When reporting a trip problem, be specific. Take note of the bus route number, bus or rail vehicle number, the direction of travel, and the time, date, and location of the incident. This will help us take appropriate action. Upon request, we will notify you of the results of our investigation. Your reports and suggestions are useful in planning future transit service improvements.

Speaker's Bureau

To schedule a speaker for your group, call 305-770-3131, Option 4, weekdays, 8:30 a.m. to 4:30 p.m. Tell the transit representative the date, time, place, desired transit topic, and how many people will attend. This service is free to the community.

Transit Telephone Numbers

Customer Services.....305-770-3131

**Customer Services for residents
south of SW 216th Street**..... 305-891-3131

TTY Users (deaf and hard of hearing) .305-654-6530

Little Haiti Transit Service Center.....305-795-1536

Publications by Mail305-770-3131

Suggestions/Comments305-770-3131, Option 4

Metropass Outlets305-770-3131

Golden Passport305-654-6545

Lost & Found.....305-375-3366

Special Transportation Service (STS) ..305-263-5406

Website:www.miamidade.gov/transit

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Alex Penelas
Mayor

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